DOCUMENT RESUME

ED 132 307 95 CE 008 642

AUTHOR Walling, Harry G., Jr.
TITLE A Study of Postsecondary Continuing Education Needs of Human Service Agency Personnel in Northeastern New York State.
INSTITUTION State Univ. of New York, Albany. Coll. of General Studies.
SPONS AGENCY Office of Education (DHEW), Washington, D.C.
PUB DATE May 76
NOTE 43p.; For a related document see ED 121 951

EDRS PRICE MF-$0.83 HC-$2.06 Plus Postage.
DESCRIPTORS Adult Education; *Community Agencies (Public); *Educational Interest; *Educational Needs; Educational Research; Human Services; *Nonprofessional Personnel; Post Secondary Education; Professional Continuing Education; *Professional Personnel; Public Service Occupations; *Social Agencies
IDENTIFIERS New York

ABSTRACT

Three hundred and forty individuals, employed at 32 randomly selected human service agencies, completed a questionnaire to determine the educational needs of an estimated 3,000 employees of 159 human service agencies in the four county Capital District of New York State. Analysis of the data indicated that human service agency personnel in the Capital District (1) are typically younger than 40 years of age, (2) are two-thirds female, (3) graduated from college within the past 10 years, and (4) are highly motivated to enroll in continuing education courses, particularly those which are scheduled one night per week. The Respondent Profile is presented in Tables 1 through 6, and data on Interest and Participation in Continuing Education in Tables 7 through 14. Tables 15 through 21 identify skill areas in which human service agency personnel would like to take courses, the times and location at which they would like to take them, how much they would be willing to pay for them, and a variety of additional data. (WL)

****
* Documents acquired by ERIC include many informal unpublished *
* materials not available from other sources. ERIC makes every effort *
* to obtain the best copy available. Nevertheless, items of marginal *
* reproducibility are often encountered and this affects the quality *
* of the microfiche and hardcopy reproductions ERIC makes available *
* via the ERIC Document Reproduction Service (EDRS). EDRS is not *
* responsible for the quality of the original document. Reproductions *
* supplied by EDRS are the best that can be made from the original. *
****

ED132307

A STUDY OF POSTSECONDARY CONTINUING EDUCATION NEEDS OF HUMAN SERVICE AGENCY PERSONNEL IN NORTHEASTERN NEW YORK STATE

by

Harry G. Walling, Jr.
Director

Cooperative Project to Improve
Continuing Higher Education
Box 489 Latham, N.Y. 12110

May 1976

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

Partial support for this study was provided by a grant under Title I of the Higher Education Act of 1965

NE 008 642

TABLE OF CONTENTS

	Page
Introduction	1
Research Findings	2
Respondent Profile	2
Interest and Participation in Continuing Education	5
Analysis of Agencies Surveyed	24
Conclusion	29
Appendix - Survey Instrument	30

INTRODUCTION

During the winter of 1976, a study was conducted by the Cooperative Project to Improve Continuing Higher Education and a number of additional community organizations* in an attempt to determine the educational needs of some 3000 full and part-time employees of 159 human service agencies in the four county Capital District of New York State. This research, reported herein, surveyed 340 individuals employed by the following randomly selected agencies:

Albany County Based

Albany Y.M.C.A.

Arbor Hill Community Center

Camp Opportunities, Inc.

Child Development Center

Community Maternity Services

Governor Clinton Council, Inc., Boy Scouts of America

Home Aide Service of Eastern N.Y.

LaSalle School for Boys

Leukemia Society of America, Inc.

Neighborhood Resource Center, Inc.

Planned Parenthood Association

Project Equinox

Robin Child Care Center

The Salvation Army

Senior Service Center of the Albany Area, Inc.

Saint Francis Home for Girls

Trinity Place Child Care Center, Inc.

---

*Additional sponsors of the study were the following:
Albany County Opportunity, Inc.
Commission on Economic Opportunity for the Rensselaer County Area, Inc.
Council of Community Services of the Albany Area, Inc.
Human Services Planning Council of Schenectady County, Inc.
Saratoga County Economic Opportunity Council
Schenectady Community Action Program, Inc.
United Way of Saratoga County, Inc.

Rensselaer County Based

American Cancer Society

Catholic Family Services

Family and Children's Service, Inc.

Pinewoods Center for the Retarded

Troy Boys' Club

Troy Jewish Community Center

United Way of the Mohawk-Hudson Area

Saratoga County Based

American Cancer Society

The Salvation Army

Schenectady County Based

Community Counseling Services

Big Brothers of Schenectady County, Inc.

Children Home Society

People's Advisory Service

Visiting Nurse Service Association of Schenectady County, Inc.

Washington Irving Educational Service

Data for the study were collected by means of a survey questionnaire, and were subsequently coded, key punched and analyzed by computer. Frequency and percentage distributions as well as cross-tabulations of key variables were generated by the "Statistical Package for the Social Sciences" (or SPSS) computer program.

RESEARCH FINDINGS

Study findings are presented in three sections: 1) respondent profile, 2) interest and participation in continuing education and, 3) analysis of agencies surveyed.

Respondent Profile

Tables 1 through 6 provide a description of the positions held, age, sex and educational background of the 340 individuals who were interviewed in the survey.

TABLE 1

Positions Occupied in Human Service Agencies

Position	% of Responses
Administrator	13.8%
Caseworker	6.5%
Clerk-typist	4.7%
Community organizer	0.6%
Counselor	9.1%
Fiscal officer/bookkeeper	3.8%
Group worker	5.0%
Information and referral coordinator	0.9%
Legislative analyst	0.0%
Public relations specialist	1.2%
Planner	0.9%
Program director	5.3%
Researcher	0.0%
Secretary	10.1%
Other	37.1%
No response	0.3%

TABLE 2

Number of Hours Respondents Were Required to Work Each Week

Number of Hours	% of Responses
20 hours or less	7.1%
21 to 35 hours	39.1%
36 or more hours	52.9%
No Response	0.9%

TABLE 3

Age of Respondents

Age	% of Respondents
Under 21 years	2.6%
21 to 29 years	39.1%
30 to 39 years	22.4%
40 to 49 years	18.2%
50 to 61 years	14.7%
62 years or older	2.1%
No Response	0.9%

TABLE 4

Sex of Respondents

Sex	% of Responses
Female	67.6%
Male	31.8%
No response	0.6%

TABLE 5

Respondents' Highest Educational Achievement

Level	% of Responses
Some high school	3.8%
High school diploma or equivalent	13.8%
Some college credit	14.4%
Two year college graduate	9.1%
Bachelor's degree graduate	17.4%
Post bachelor's credit	16.2%
Master's degree	16.5%
Doctorate	0.3%
Other	7.9%
No response	0.6%

TABLE 6

Length of Time Since Respondents Finished "Formal" Education

Length of Time	% of Responses
Less than 1 year	9.1%
1 to 4 years	23.8%
5 to 9 years	13.8%
10 years or more	36.5%
Not completed	15.9%
No response	0.9%

Tables 1 through 6 indicate that the majority of the 3000 or so human service agency personnel who are employed in the Capital District are younger than 40 years of age, female, recent college graduates and work full-time. It is interesting to note that 37% of the survey sample did not feel that the 14 choices presented in Table 1 adequately described the position they hold in their agency.

Interest and Participation in Continuing Education

Tables 7 through 14 provide a breakdown of the interest, motivation and past participation in continuing education courses expressed by the sample studied.

TABLE 7

Types of Continuing Education Courses Taken in the Past 3 Years

Credit Courses Taken	% of Responses	Non-Credit Courses Taken	% of Responses
Traditional class(es)	34.4%	Workshop(s)	52.1%
Television course(s)	1.5%	Conference(s)	46.2%
Correspondence course(s)	1.8%	Discussion group(s)	40.3%
Institute(s)	16.5%	Other	8.2%
Other	8.5%		

TABLE 8

Types of Continuing Education Courses Respondents Would Like to Take in the Future

Credit Courses Would Like to Take	% of Responses
Traditional class(es)	57.6%
Television course(s)	13.2%
Correspondence course(s)	11.5%
Institute(s)	39.1%
Other	4.1%
Non-Credit Courses Would Like to Take	**% of Responses**
Workshop(s)	65.9%
Conference(s)	49.7%
Discussion group(s)	46.8%
Other	3.5%

TABLE 9

Reason Respondents Would Participate in Future Continuing Education Courses

Reason	% of Responses
For general information	11.2%
To improve your work performance	48.2%
To advance in your job	18.8%
Required by your job	1.5%
To get a new job	5.0%
For personal or family reasons	5.9%
For social or recreational purposes	2.9%
Other	2.6%
No Response	3.8%

TABLE 10

Length of Time Respondents Would Be Willing to Travel to a Continuing Education Program

Length of Time	% of Responses
15 minutes	18.2%
30 minutes	51.8%
45 minutes	13.2%
60 minutes	10.0%
More than 60 minutes	4.1%
No response	2.6%

TABLE 11

Distance Respondents Would Travel to a Continuing Education Program

Distance	% of Responses
5 miles or less	11.2%
6 t0 10 miles	19.7%
11 to 15 miles	19.1%
16 to 20 miles	20.3%
21 to 25 miles	15.0%
26 miles or more	11.5%
No response	2.6%

TABLE 12

Extent to Which Respondents' Employer Would Reimburse Continuing Education Costs

Amount	% of Responses
Full payment or reimbursement	7.4%
Partial payment or reimbursement	10.3%
None	32.9%
Do not know	46.5%
No response	2.9%

TABLE 13

Amount Respondent Would Be Willing to Pay for Continuing Education Courses Over a 12 Month Period

Amount	% of Responses
Nothing	13.5%
$50 or less	27.9%
$51 to $100	31.5%
$101 or more	22.6%
No response	4.4%

TABLE 14

Time(s) at Which Respondents Would Prefer to Take Continuing Education Courses

Time(s)	% of Responses
One morning a week	20.6%
Two or three mornings a week	9.7%
One evening a week	57.4%
Two or three evenings a week	20.3%
Weekends	10.6%
One afternoon a week	20.0%
Two or three afternoons a week	6.2%
One full day a week	9.1%
Other	4.1%

Tables 7 through 14 indicate that human service agency personnel are highly motivated to take continuing education courses, when compared with the region's general population. (See Nurnberger, R.G., A Profile of Need: A Study of Post-Secondary Education Needs in Northeastern New York State.) The vast majority of the persons surveyed indicated that they could be classified as educational "users", and an even greater number stated that they would like to attend classes during the next year.

When asked the reason why they would participate in future continuing education courses, roughly 70% of the survey respondents indicated that it was to improve work performance or advance in their jobs. By and large, the general population takes courses to become better informed.

The agency personnel surveyed and the general population indicate an unwillingness to travel more than 25 miles (or 30 minutes) to school, or to attend classes more than one or two evenings per week. 20% of the sample did say that they would be willing to attend classes 1 morning or afternoon per week.

The majority of the respondents indicated a willingness to pay $50 or $100 per year for continuing education, and 18 % received full or partial tuition reimbursement from their employers. It is interesting to note that nearly half of the persons surveyed did not know if their employers would pay for courses taken.

Table 15 indicates the percent of the sample who would like to take courses in any of the 43 subject areas listed in the survey questionnaire. Since it was felt that this information does not adequately reveal the sample's interest in these courses, a number of cross tabulations were performed and are listed in Tables 16 through 21.

TABLE 15

Type(s) and Level(s) of Course(s) Respondents Would Like to Take

Course Type	% of Responses	
	Introductory Level	Advanced Level
Grantsmanship	19.1%	2.6%
Fund raising	19.7%	7.9%
General and special revenue sharing	12.6%	0.3%
Budgeting	20.3%	7.1%
Bookkeeping	12.6%	6.8%
Record keeping	10.9%	6.5%
Interviewing	20.6%	16.5%
Public relations	32.9%	14.1%
Effective communication techniques	25.9%	20.3%
Effective use of the media	22.6%	7.6%
Census data for community development	11.8%	2.4%
Statistics	10.0%	5.6%
Social research	10.3%	0.3%
Program evaluation	24.1%	10.6%
Information sources for human services workers	24.1%	9.7%
Identifying information needs of organization	15.6%	5.0%
Use and fundamentals of the computer	16.2%	2.1%
Structure and legal basis of local governments	11.2%	2.9%
County charter	7.1%	0.0%
School boards and school districts	12.1%	2.6%
Federal legislative processes	11.8%	3.5%
State or local legislative processes	13.8%	3.2%
Community law	19.7%	5.9%
Staff development and training models	24.7%	16.5%

TABLE 15 (cont'd)

Course Type	% of Responses	
	Introductory Level	Advanced Level
Supervision and consultation fundamentals	20.3%	15.0%
Management by objectives (M.B.O.)	15.0%	7.6%
Management models	11.5%	4.7%
System analysis	10.6%	3.5%
Program development	20.3%	11.2%
Citizen participation models	9.4%	2.9%
Community organization processes and techniques	14.7%	5.9%
Social planning	18.5%	6.8%
Group work	19.4%	18.8%
Working with committees and boards	17.9%	7.1%
Grammar review for secretaries and clerks	8.5%	7.1%
Office procedures	8.2%	9.1%
Volunteer administration	12.6%	4.7%
Nutrition	17.4%	4.7%
Counseling techniques	21.2%	0.3%
Family counseling	20.9%	0.3%
Working with the addicted	16.5%	7.1%
Special education	12.6%	0.3%
Education psychology	17.1%	0.3%

TABLE 6

Type of Course Desired Broken Down By Time(s)
Respondent Would Like to Take It
(Percent of the Total Sample)

	1 morning per week		1 evening per week		2-3 evening per week		1 afternoon per week	
Course Type	INTRO	ADV	INTRO	ADV	INTRO	ADV	INTRO	ADV
Grantsmanship	6.5%	1.2%	11.2%	1.8%	4.4%	.3%	3.8%	.3%
Fund raising	5.3	1.8	11.2	2.6	5.9	1.2	3.2	.6
General & special revenue sharing	3.5	-	5.3	.3	2.9	-	1.8	-
Budgeting	3.8	2.4	10.0	4.7	6.5	.9	2.4	1.2
Bookkeeping	2.4	0.9	5.9	4.1	4.1	1.5	2.1	.6
Record keeping	2.1	1.2	5.0	4.4	4.1	.6	1.8	1.2
Interviewing	3.8	5.3	9.4	9.7	6.2	2.6	2.4	3.2
Public relations	6.8	2.9	18.8	7.4	8.5	2.4	4.7	1.8
Effective communication techniques	4.7	5.9	15.9	11.5	6.8	5.6	4.1	3.5
Effective use of the media	5.9	1.8	11.8	4.1	7.6	1.2	5.0	.9
Census data for community development	2.1	.3	5.0	.9	3.8	.3	1.2	.3
Statistics	2.9	.6	5.6	3.8	2.9	2.1	2.6	.6
Social research	4.4	2.1	11.8	5.0	6.2	2.9	4.4	1.5
Program evaluation	5.9	3.2	14.1	6.8	5.9	2.1	6.5	3.2
Information sources for human service workers	5.3	2.1	10.9	5.9	6.5	3.2	6.2	2.1
Identifying information needs of organization	2.9	.9	7.9	2.6	5.3	.9	3.8	.9
Use & fundamentals of the computer	4.4	-	8.8	1.2	4.1	1.2	2.9	.3
Structure & legal basis of local governments	1.5	-	4.1	2.1	3.5	.9	2.6	.3
County charter	.9	-	2.9	-	2.4	-	1.2	-
School boards & school districts	.9	.3	6.2	1.8	4.1	.9	2.9	-
Federal legislative processes	1.5	.6	5.6	2.1	4.1	.9	1.8	.9
State or local legislative processes	1.8	1.2	7.1	2.4	4.4	.3	2.6	1.2
Community Law	2.9	.9	11.5	2.1	5.3	2.1	4.1	.6
Staff development & training models	5.9	4.1	13.5	9.4	7.1	4.1	7.4	4.1

TABLE 6 (cont'd)

Course Type	1 morning per week		1 evening per week		2-3 evening per week		1 afternoon per week	
	INTRO	ADV	INTRO	ADV	INTRO	ADV	INTRO	ADV
Supervision & consultation fundamentals	4.1	3.8	10.6	9.7	4.1	3.5	5.0	2.9
Management by objectives (M.B.O.)	3.8	2.1	9.4	4.7	3.5	1.5	3.8	2.1
Management models	2.6	1.5	6.5	2.6	2.6	1.5	2.9	1.5
System analysis	2.6	.9	4.7	2.6	3.2	1.2	2.6	1.5
Program development	4.4	2.9	11.2	6.5	5.9	2.4	5.9	2.6
Citizen participation models	1.5	1.2	4.4	2.1	3.2	-	2.4	.6
Community organization processes and techniques	3.2	2.1	6.2	3.2	5.3	.6	3.2	1.5
Social planning	3.8	1.2	8.8	3.2	5.3	1.8	4.1	1.2
Group work	4.1	5.3	11.5	8.2	4.4	5.9	5.9	5.0
Working with committees and boards	5.0	1.2	11.5	3.5	3.2	1.5	4.1	1.5
Grammar review for secretaries and clerks	.9	.6	4.4	3.2	1.5	1.2	1.2	1.9
Office procedures	1.8	.6	3.5	4.7	1.8	1.8	.9	1.5
Volunteer administration	2.1	1.2	5.3	1.8	2.4	1.8	2.4	.9
Nutrition	2.9	.3	8.5	2.4	4.1	2.1	3.5	1.5
Counseling techniques	5.6	-	11.8	-	7.4	4.4	5.6	5.6
Family counseling	5.6	-	12.1	-	6.2	4.1	4.4	6.5
Working with the addicted	1.8	2.1	7.4	2.9	5.3	2.4	2.1	1.8
Special education	2.4	-	8.8	8.2	4.7	4.1	3.5	2.9
Education psychology	2.1	-	6.8	9.4	4.4	5.9	2.9	2.9

TABLE 7

Type of Course Desired Broken Down By County
In Which Respondent Is Employed
(Percent in Each County)

Course Type	N = 186		N = 47		N = 102	
	Albany		Rensselaer		Schenectady	
	INTRO	ADV	INTRO	ADV	INTRO	ADV
Grantsmanship	19.9%	3.8%	25.5%	-	14.7%	1.0%
Fund raising	21.5	10.2	14.9	4.3	15.7	4.9
General and special revenue sharing	12.4	-	19.1	-	9.8	-
Budgeting	21.0	8.6	21.3	8.5	18.6	2.0
Bookkeeping	11.8	8.6	8.5	4.3	15.7	3.9
Record keeping	10.8	6.5	8.5	4.3	11.8	6.9
Interviewing	22.0	15.6	8.5	19.1	21.6	16.7
Public relations	29.6	16.1	34.0	12.8	37.3	9.8
Effective communication techniques	27.4	18.3	21.3	23.4	24.5	21.6
Effective use of the media	22.6	9.1	25.5	2.1	19.6	5.9
Census data for community development	10.8	3.2	17.0	-	9.8	2.0
Statistics	11.3	7.5	6.4	2.1	7.8	3.9
Social research	12.9	.5	27.7	2.1	19.6	9.8
Program evaluation	25.8	13.4	23.4	6.4	18.6	7.8
Information sources for human services workers	23.7	10.2	25.5	8.5	23.5	8.8
Identifying information needs of organization	15.1	8.1	19.1	-	14.7	2.0
Use and fundamentals of the computer	14.0	3.2	14.9	-	19.6	1.0
Structure and legal basis of local governments	13.4	1.6	2.1	2.1	10.8	4.9
County charter	4.1	-	4.3	-	5.9	-
School boards and school districts	12.4	2.7	8.5	2.1	12.7	2.9
Federal legislative processes	11.8	2.7	10.6	2.1	12.7	4.9
State or local legislative processes	12.9	2.7	12.8	2.1	15.7	4.9
Community law	24.2	7.0	8.5	-	16.7	6.9

TABLE 7 (cont'd)

Course Type	Albany		Rensselaer		Schenectady	
	INTRO	ADV	INTRO	ADV	INTRO	ADV
Staff development and training models	26.3%	19.4%	27.7%	12.8%	18.6%	13.7%
Supervision and consultation fundamentals	19.9	19.9	19.1	8.5	20.6	9.8
Management by objectives (M.B.O.)	15.1	9.1	14.9	6.4	12.7	5.9
Management models	13.4	6.5	6.4	6.4	9.8	1.0
Systems analysis	12.4	4.3	6.4	4.3	8.8	2.0
Program development	19.9	14.5	31.9	4.3	13.7	7.8
Citizen participation models	10.2	3.2	10.6	4.3	6.9	2.0
Community organization processes and techniques	16.7	7.0	17.0	6.4	8.8	3.9
Social planning	17.2	7.0	14.9	10.6	22.5	4.9
Group work	20.4	21.0	25.5	12.8	14.7	18.6
Working with committees and boards	16.1	11.3	25.5	-	14.7	2.9
Grammar review for secretaries and clerks	8.6	8.1	8.5	6.4	8.8	4.9
Office procedures	6.5	10.2	12.8	6.4	9.8	7.8
Volunteer administration	12.4	4.3	17.0	4.3	9.8	5.9
Nutrition	16.1	2.7	10.6	6.4	23.5	6.9
Counseling techniques	21.5	.5	12.8	10.6	33.3	24.5
Family counseling	20.4	.5	23.4	12.8	27.5	24.5
Working with the addicted	14.0	8.1	12.8	4.3	21.6	6.9
Special education	13.4	.5	19.1	19.1	21.6	8.8
Education psychology	19.9	.5	12.8	12.8	22.5	13.7

TABLE 18

Course Interest Broken Down by Amount Respondent Would Pay for Continuing Education Annually

	NOTHING		$50 or Less		$51-$100		$101 or more	
Course Type	INTRO	ADV	INTRO	ADV	INTRO	ADV	INTRO	ADV
Grantsmanship	.9%	.3%	5.3%	.3%	6.2%	.9%	6.5%	.9%
Fund raising	1.2	.9	4.7	2.4	7.4	2.6	6.2	1.8
General & special revenue sharing	.9	—	2.9	—	4.7	—	3.8	.3
Budgeting	1.5	.6	6.8	1.2	4.7	3.5	6.8	1.8
Bookkeeping	.9	.6	3.5	2.9	5.0	2.9	2.9	.3
Record keeping	.3	—	2.9	2.6	4.7	2.9	2.4	.9
Interviewing	1.5	.3	5.3	6.2	8.2	6.2	5.3	3.2
Public relations	2.4	1.5	9.1	2.6	11.2	6.2	9.4	3.5
Effective communication techniques	2.4	1.2	7.4	5.0	8.2	7.4	7.4	6.2
Effective use of the media	1.5	.6	4.7	1.8	8.5	3.2	7.4	1.8
Census data for community development	.6	.3	3.5	1.2	3.2	.3	4.1	.6
Statistics	.6	.6	2.4	1.5	3.5	1.5	3.5	2.1
Social research	1.5	1.2	5.3	3.2	6.2	3.2	6.8	2.4
Program evaluation	.6	.9	7.1	2.6	7.9	4.1	8.2	2.6
Information sources for human service workers	1.8	.3	6.8	2.6	9.4	4.7	5.6	2.1
Identifying information needs of organization	1.8	—	3.5	1.5	4.4	2.9	5.6	.6
Use & fundamentals of the computer	1.2	—	4.1	.9	5.9	.6	5.0	.6
Structure & legal basis of local governments	.6	—	2.6	.6	4.7	.9	3.2	1.5
County charter	—	—	1.5	—	2.6	—	2.9	—
School boards & school districts	.9	—	2.6	.3	3.8	1.5	4.7	.9
Federal legislative processes	—	.3	2.6	.6	5.3	1.2	3.8	1.5
State or local legislative processes	—	.3	3.2	1.2	5.9	.9	4.4	.9
Community Law	1.2	.3	4.1	1.2	8.2	2.1	5.9	2.4
Staff development & training models	.9	1.5	5.6	3.8	9.1	5.6	8.5	5.3

TABLE 18 (Cont'd)

Course Interest Broken Down By Amount Respondent Would Pay for Continuing Education Annually

	NOTHING		$50 or Less		$51 - $100		$101 or more	
Course Type	INTRO	ADV	INTRO	ADV	INTRO	ADV	INTRO	ADV
Supervision & consultation fundamentals	.3%	.6%	5.0%	2.9%	8.8%	6.2%	5.9%	5.3%
Management by objectives (M.B.O.)	.3	.6	2.6	2.1	5.6	2.9	5.9	2.1
Management models	.6	.3	2.4	.9	4.4	2.1	4.1	1.5
System analysis	.9	—	2.4	.6	3.2	1.5	3.8	1.5
Program development	.6	1.5	5.6	2.1	7.6	3.8	6.2	3.5
Citizen participation models	.3	—	.9	.9	3.8	1.8	4.1	.3
Community organization processes and techniques	.9	.3	1.8	1.5	5.6	3.5	5.9	.6
Social planning	1.2	.9	4.1	2.1	7.4	2.1	5.3	1.5
Group work	1.2	.3	5.6	5.6	7.9	6.5	4.7	5.9
Working with committees & boards	1.2	—	4.4	2.1	6.5	3.5	4.7	1.5
Grammar review for secretaries and clerks	.9	.9	2.6	3.5	2.9	1.8	2.1	.6
Office procedures	.6	.9	2.6	4.4	2.6	2.6	2.4	.6
Volunteer administration	.6	—	3.5	.9	4.7	2.9	3.2	.9
Nutrition	1.5	.3	5.6	1.8	6.2	1.5	3.5	1.2
Counseling techniques	1.8	1.5	6.2	7.6	7.4	7.1	5.9	4.4
Family counseling	1.8	1.8	5.6	7.1	8.5	7.1	5.3	5.0
Working with the addicted	1.2	.3	5.6	1.2	5.6	3.2	4.1	2.1
Special education	1.8	.9	4.4	2.6	5.6	4.7	5.9	4.4
Education psychology	.6	1.8	4.7	3.5	4.4	5.6	4.7	6.2

TABLE 19

Course Interest Broken Down By
Position Held by Respondent

	TYPE OF POSITION							
	N=47	N=22	N=16	N=31	N=17	N=18	N=37	N=126
Course Type	ADMINISTRATOR	CASE WORKER	CLERK TYPIST	COUNSELOR	GROUP WORKER	PROGRAM DIRECTOR	SECRETARY	OTHER
Grantsmanship	5.3%	1.8%	.3%	2.1%	1.2%	2.4%	1.8%	5.9%
Fund raising	5.3	1.8	.9	3.5	1.5	3.0	2.7	6.8
General & special revenue sharing	2.9	1.2	.6	.9	.6	2.4	.9	2.7
Budgeting	6.1	1.5	1.5	1.8	.9	3.0	2.4	8.8
Bookkeeping	2.8	.6	2.4	1.5	.9	1.2	4.5	5.0
Record Keeping	1.2	1.8	2.4	1.2	.9	1.2	3.0	5.3.
Interviewing	5.3	4.4	1.2	4.8	1.8	3.6	2.1	12.6
Public relations	7.9	2.4	1.8	5.0	1.8	3.9	4.4	16.7
Effective communication techniques	5.0	3.5	.6	5.2	2.7	3.8	3.8	17.4
Effective use of the media	3.5	2.1	.9	3.3	.9	3.6	1.8	12.4
Census data for community development	1.5	.9	.6	2.7	.9	2.1	.6	4.4
Statistics	3.0	.9	.9	2.7	.6	.9	1.2	4.4
Social research	4.2	2.1	1.2	3.3	1.5	2.1	2.1	12.3
Program evaluation	8.8	3.0	.9	4.1	1.8	4.4	1.2	9.1
Information sources for human service workers	2.7	3.3	.6	4.7	2.4	3.8	2.1	12.1
Identifying information needs of organization	2.7	1.8	1.2	2.4	1.2	2.1	1.5	6.8
Use & fundamentals of the computer	2.9	1.5	.6	1.8	.9	1.2	1.5	4.7
Structure & legal basis of local governments	1.2	1.2	1.2	1.8	.9	1.2	.9	5.0
County charter	.6	.6	.3	.9	.3	.9	.6	2.4
School boards & school districts	1.5	.9	.9	1.8	1.5	1.2	1.2	5.9
Federal legislative processes	1.2	1.8	.6	1.8	.6	1.5	.9	6.2
State or local legislative processes	2.1	2.7	1.2	2.4	.3	1.2	1.2	5.3
Community Law	1.8	3.0	1.2	5.0	1.8	1.2	2.7	7.7
Staff development & training models	9.4	3.6	.6	5.3	3.3	3.3	1.5	12.0

TABLE 19 (Cont'd)

Course Interest Broken Down By
Position Held By Respondent

	TYPE OF POSITION							
Course Type	ADMINI-STRATOR	CASE WORKER	CLERK TYPIST	COUN-SELOR	GROUP WORKER	PROGRAM DIRECTOR	SECRE-TARY	OTHER
Supervision & consultation fundamentals	7.4%	4.5%	.9%	4.7%	1.5%	3.6%	2.1%	9.2%
Management by objectives (M.B.O.)	7.0	1.5	.9	1.2	.6	2.4	1.8	6.2
Management models	4.1	1.2	.6	1.8	1.2	1.8	1.2	3.2
System analysis	3.3	.6	.6	1.5	.6	2.1	1.2	3.3
Program development	6.8	2.7	1.2	2.7	1.5	3.6	1.5	10.5
Citizen participation models	.9	1.5	.6	.9	.9	2.1	.9	3.5
Community organization processes and techniques	3.6	2.1	.6	3.0	1.2	2.7	.9	4.7
Social planning	2.7	1.2	1.8	4.1	1.2	2.1	1.5	9.4
Group work	3.6	4.1	1.5	6.2	3.6	3.6	1.8	12.3
Working with committees and boards	4.8	1.5	1.2	1.8	1.5	3.2	3.3	7.4
Grammar review for secretaries and clerks	.3	.9	3.3	.9	.9	.3	5.0	3.0
Office procedures	.9	.6	2.4	.9	.6	.3	5.3	4.4
Volunteer administration	2.4	1.8	1.2	.9	1.2	2.1	1.8	5.3
Nutrition	1.8	1.2	1.5	1.5	1.8	.9	2.1	10.9
Counseling techniques	4.1	4.4	1.5	7.4	2.4	3.3	1.5	16.7
Family counseling	4.1	5.6	1.5	7.1	3.0	2.7	2.1	15.3
Working with the addicted	2.1	1.8	1.8	3.8	.6	1.5	1.2	9.4
Special education	2.1	1.8	1.8	3.6	1.8	.6	2.1	16.2
Education psychology	3.0	1.5	1.5	4.1	2.1	1.2	2.7	14.7

TABLE 20

Course Interest Broken Down By
Age of Respondent

	N=142		N=76		N=62		N=57	
	29 and under		30-39		40-49		50 and older	
Course Type	INTRO	ADV	INTRO	ADV	INTRO	ADV	INTRO	ADV
Grantsmanship	8.5%	.9%	5.0%	.6%	3.2%	.9%	2.4%	.3%
Fund raising	10.6	2.9	5.3	2.4	2.6	1.8	1.2	.9
General & special revenue sharing	5.9	—	3.2	—	2.6	.3	.9	—
Budgeting	9.1	2.9	5.3	1.2	3.8	1.5	2.1	1.5
Bookkeeping	4.1	3.5	5.0	1.2	2.6	1.5	.9	.6
Record keeping	5.3	3.2	3.5	1.5	1.5	1.2	.6	.6
Interviewing	10.3	7.4	5.3	2.6	3.2	3.8	1.5	2.6
Public relations	16.2	6.2	5.9	4.4	6.8	2.1	3.5	1.5
Effective communication techniques	13.2	9.4	5.0	4.7	5.3	3.5	2.4	2.7
Effective use of the media	11.8	4.1	5.3	1.5	4.4	1.5	1.2	.6
Census data for community development	7.4	.9	2.9	.6	.9	.9	.6	—
Statistics	5.0	2.9	3.2	1.5	1.2	1.2	.6	—
Social research	8.8	5.0	4.4	3.2	3.5	1.5	3.5	.6
Program evaluation	12.4	4.4	5.9	2.6	3.5	2.4	2.4	1.2
Information sources for human service workers	13.0	3.8	5.6	3.5	2.9	2.1	1.8	.3
Identifying information needs of organization	8.8	1.2	2.6	2.4	2.4	1.5	1.8	—
Use & fundamentals of the computer	8.2	1.5	2.9	.9	3.2	.6	1.8	—
Structure & legal basis of local governments	5.3	2.1	4.4	.3	1.2	.6	.3	—
County charter	2.9	—	1.8	—	1.8	—	.6	—
School boards & school districts	5.9	.9	3.5	1.5	2.6	.3	—	—
Federal legislative processes	5.3	2.6	3.5	.9	2.4	—	.6	—
State or local legislative processes	7.4	2.4	3.2	.6	2.1	.3	1.2	—
Community Law	10.9	3.8	5.3	1.8	2.9	.3	.6	—
Staff development & training models	13.2	6.8	4.1	4.4	5.0	2.6	2.4	2.7

TABLE 20 (Cont'd)

Course Interest Broken Down By
Age of Respondent

	29 and under		30-39		40-49		50 and older	
Course Type	INTRO	ADV	INTRO	ADV	INTRO	ADV	INTRO	ADV
Supervision & consultation fundamentals	10.3%	5.6%	4.7%	4.4%	3.2%	3.2%	2.1%	1.8%
Management by objectives (M.B.O.)	6.5	2.1	3.5	2.6	3.5	1.8	1.5	1.2
Management models	6.5	1.5	2.6	1.2	2.1	1.8	.3	.3
System analysis	4.7	2.6	3.2	—	2.1	.9	.6	—
Program development	11.8	5.9	3.8	2.9	3.5	1.5	1.2	.9
Citizen participation models	4.4	1.2	2.6	.9	1.8	.9	.6	—
Community organization processes and techniques	8.3	2.6	3.2	1.8	1.8	1.2	1.5	.3
Social planning	8.3	3.5	4.7	1.8	2.9	1.2	2.7	.3
Group work	9.7	9.4	3.8	5.9	3.8	2.4	2.1	1.2
Working with committees and boards	9.7	2.1	3.2	2.6	3.2	1.5	1.8	.9
Grammar review for secretaries and clerks	2.4	2.7	2.6	2.4	2.4	1.2	1.2	.9
Office procedures	2.1	2.7	2.6	3.5	2.1	1.5	1.5	1.5
Volunteer administration	5.6	2.1	2.6	1.2	2.1	1.5	2.4	—
Nutrition	7.1	2.6	5.3	.6	2.6	.9	2.4	.6
Counseling techniques	13.0	10.9	4.1	5.6	2.4	2.9	2.1	1.8
Family counseling	13.0	10.3	3.8	6.2	2.1	1.8	2.6	2.7
Working with the addicted	8.5	4.4	4.4	2.4	2.4	.3	1.2	—
Special education	9.7	7.1	3.5	3.8	2.9	1.2	1.5	.6
Education psychology	6.5	9.4	3.5	4.7	2.6	2.6	1.5	.3

TABLE 21

Course Interest Broken Down By Educational Achievements of Respondent

	HIGHEST EDUCATIONAL ACHIEVEMENT							
	N=13	N=47	N=49	N=31	N=59	N=55	N=56	N=28
Course Type	SOME H.S.	H.S. GRAD	SOME COLL.	ASSOC. DEGREE	BACH. DEGREE	SOME GRAD	MAS-TERS	OTHER
Grantsmanship	0%	1.2%	3.2%	1.5%	3.0%	6.2%	5.6%	1.2%
Fund raising	1.2	2.4	5.3	2.7	4.4	5.6	5.0	1.2
General & special revenue sharing	—	1.2	2.6	.6	1.5	3.5	2.9	.6
Budgeting	.3	3.5	5.6	1.2	4.7	3.1	6.2	2.0
Bookkeeping	.6	3.8	5.0	1.8	3.3	1.2	2.7	1.2
Record keeping	.6	2.4	4.2	1.5	2.7	2.7	2.7	.9
Interviewing	.9	3.3	5.6	3.3	6.7	8.2	6.2	2.7
Public relations	.6	5.3	8.6	5.0	8.6	7.9	7.4	3.6
Effective communication techniques	.3	4.1	6.7	3.6	9.4	10.3	8.6	3.3
Effective use of the media	—	1.8	5.0	2.9	5.6	7.7	5.9	1.5
Census data for community development	—	1.2	2.7	.6	3.2	3.2	2.4	.9
Statistics	—	.9	3.0	1.5	2.1	4.2	3.0	1.2
Social research	.6	2.7	6.2	3.3	5.3	5.6	4.4	2.7
Program evaluation	—	2.1	4.4	2.4	7.4	8.6	7.9	2.1
Information sources for human service workers	.6	3.0	6.5	3.8	8.3	6.5	3.9	1.2
Identifying information needs of organization	.6	2.7	4.1	1.5	3.8	3.6	3.9	.6
Use & fundamentals of the computer	—	1.2	3.8	1.2	3.2	3.5	4.1	1.2
Structure & legal basis of local governments	.6	1.2	3.0	.6	3.0	3.8	2.1	—
County charter	—	.3	2.1	—	.9	1.2	2.4	.3
School boards & school districts	.3	1.2	3.2	—	2.9	3.5	3.0	.6
Federal legislative processes	.3	.9	2.9	1.2	3.0	4.1	3.0	—
State or local legislative processes	—	1.2	2.9	1.2	3.6	3.8	3.8	.6
Community Law	.6	3.2	4.7	2.1	4.7	5.3	4.4	.6
Staff development & training models	.3	3.3	6.2	2.9	7.9	9.1	8.8	2.7

TABLE 21 (Cont'd)

Course Interest Broken Down By Educational Achievement of Respondent

Course Type	HIGHEST EDUCATIONAL ACHIEVEMENT							
	SOME H.S.	H.S. GRAD	SOME COLL.	ASSOC. DEGREE	BACH. DEGREE	SOME GRAD	MAS-TERS	OTHER
Supervision & consultation fundamentals	.6%	2.4%	4.7%	2.1%	7.4%	6.4%	9.1%	2.7%
Management by objectives (M.B.O.)	——	1.5	3.9	1.2	3.6	5.6	5.9	1.2
Management models	——	.9	3.3	.6	2.1	4.4	4.7	.3
System analysis	——	.6	3.0	.3	2.4	3.0	4.4	.6
Program development	.3	2.1	4.7	3.0	6.2	7.3	7.3	.6
Citizen participation models	——	1.5	3.3	.9	1.5	2.4	3.0	——
Community organization processes and techniques	.3	1.5	4.7	1.8	3.8	3.0	5.2	.3
Social planning	.6	3.3	6.5	2.9	3.9	3.5	3.6	1.2
Group work	.6	3.8	6.7	3.6	8.5	6.1	7.4	1.5
Working with committees and boards	1.2	2.7	4.4	2.1	4.7	4.7	5.0	.3
Grammar review for secretaries and clerks	.3	5.8	4.4	.6	.9	.6	.6	1.8
Office procedures	.3	5.3	5.0	.9	1.2	.9	2.1	1.8
Volunteer administration	.9	1.8	4.4	.3	2.1	3.3	3.5	1.2
Nutrition	1.2	3.2	5.3	2.1	3.3	3.8	1.8	1.5
Counseling techniques	.6	3.3	6.8	4.4	10.0	9.4	5.9	2.4
Family counseling	.6	3.9	7.7	4.5	9.1	5.8	8.5	2.4
Working with the addicted	.3	1.8	5.6	3.3	5.6	2.7	3.3	1.2
Special education	.3	2.4	5.9	3.3	5.6	5.9	5.0	2.1
Education psychology	.6	3.9	5.0	4.4	4.2	6.2	4.1	.6

TABLE 22

Types of Agencies Surveyed

Type of Agency	County			
	Albany	Rensselaer	Saratoga	Schenectady
Direct Service[a]	17	6	2	6
Indirect	0	1	0	0
Institutional[b]	13	5	1	3
Non-institutional	4	2	1	3
United Way[c]	8	6	1	2
Not United Way	9	1	1	4
Total # Agencies	17	7	2	6
# Employees Served	186	47	5	102

[a]Program directly involves clients

[b]Programs are primarily building centered (e.g., Albany Home for Children)

[c]Recipient of United Way funds

Table 22 provides a breakdown of the types of agencies which were surveyed and the counties in which they are located. Table 23 provides an analysis of the types of courses in which the survey respondents expressed interest, broken down by the types of agencies in which they were employed.

TABLE 23

Course Interest Broken Down
By Type of Agency

	N=333		N=7		N=244		N=96	
	DIRECT		INDIRECT		INSTITUT.		NON-INSTIT.	
Course Type	INTRO	ADV	INTRO	ADV	INTRO	ADV	INTRO	ADV
Grantsmanship	18.2	2.6	.9	—	13.5	.9	5.6	1.8
Fund raising	19.7	.3	—	.3	15.6	4.1	4.1	3.8
General & special revenue sharing	12.1	.3	.6	—	8.5	.3	4.1	—
Budgeting	19.4	6.8	.9	.3	14.7	6.2	5.6	.9
Bookkeeping	12.6	6.2	—	.6	9.7	4.4	2.9	2.4
Record keeping	10.9	6.2	—	.3	8.5	4.1	2.4	2.4
Interviewing	20.6	16.2	—	.3	16.8	12.9	3.8	3.5
Public relations	32.9	13.5	—	.6	25.9	9.7	7.1	4.4
Effective communication techniques	25.9	19.7	—	.6	20.9	15.3	5.0	5.0
Effective use of media	22.4	7.6	.3	—	18.8	4.7	3.8	2.9
Census data for community development	11.8	2.4	—	—	7.9	1.8	3.8	.6
Statistics	10.0	5.6	—	—	7.6	4.7	2.4	.9
Social research	19.7	10.3	.6	—	13.8	8.2	6.5	2.1
Program evaluation	23.8	10.6	.3	—	19.7	8.5	4.4	2.1
Information sources for human service workers	24.1	9.1	—	.6	17.9	6.5	6.2	3.2
Identifying information needs of organization	15.3	5.0	.3	—	12.1	3.8	3.5	1.2
Use & fundamentals of the computer	16.2	2.1	—	—	10.6	1.8	5.6	.3
Structure & legal basis of local governments	11.2	2.9	—	—	8.2	2.1	2.9	.9
County charter	7.1	—	—	—	5.0	—	2.1	—
School boards & school districts	12.1	2.6	—	—	9.7	2.6	2.4	—
Federal legislative processes	11.8	3.5	—	—	9.4	2.9	2.4	.6
State or local legislative processes	13.2	3.2	.6	—	10.3	2.6	3.5	.6
Community Law	19.7	5.9	—	—	16.5	3.8	3.2	2.1
Staff development & training models	24.4	16.2	.3	.3	18.2	12.6	6.5	3.8

TABLE 23 (Cont'd)

Course Type	DIRECT		INDIRECT		INSTIT.		NON-INSTIT.	
	INTRO	ADV	INTRO	ADV	INTRO	ADV	INTRO	ADV
Supervision & consultation fundamentals	20.0%	15.0%	.3%	—%	15.9%	10.6%	4.4%	4.4%
Management by objectives (M.B.O.)	14.7	7.6	.3	—	11.2	4.4	3.8	3.2
Management models	11.2	4.7	.3	—	7.4	3.2	4.1	1.5
System analysis	10.6	3.5	—	—	7.9	2.1	2.6	1.5
Program development	20.0	11.2	.3	—	17.1	7.9	3.2	3.2
Citizen participation models	9.4	2.6	—	.3	7.6	1.2	1.8	1.8
Community organization processes and techniques	14.4	5.9	.3	—	10.9	3.8	3.8	2.1
Social planning	18.2	6.5	.3	.3	12.6	5.3	5.9	1.5
Group work	19.1	18.8	.3	—	14.4	15.6	5.0	3.2
Working with committees and boards	17.6	7.1	.3	—	13.2	5.9	4.7	1.2
Grammar review for secretaries and clerks	8.2	6.8	.3	.3	6.2	5.3	2.4	1.8
Office procedures	7.9	8.8	.3	.3	6.5	6.2	1.8	2.9
Volunteer administration	12.4	4.4	.3	.3	9.4	1.8	3.2	2.9
Nutrition	17.4	4.7	—	—	12.4	2.6	5.0	2.1
Counseling techniques	21.5	21.2	—	—	15.9	16.8	5.6	4.4
Family counseling	21.5	20.9	—	—	15.6	16.2	5.9	4.7
Working with the addicted	16.5	7.1	—	—	12.4	5.9	4.1	1.2
Special education	17.6	12.6	—	—	14.1	12.1	3.5	.6
Education psychology	14.1	17.1	.3	—	10.6	15.3	3.8	1.8

TABLE 23
(continued)

Course Type	N=201 UNITED WAY INTRO	N=201 UNITED WAY ADV	N=139 NON - U.W. INTRO	N=139 NON - U.W. ADV
Grantsmanship	10.6	1.8	8.5	.9
Fund raising	11.2	6.2	8.5	1.8
General & special revenue sharing	7.9	.3	4.7	—
Budgeting	12.9	5.0	7.4	2.1
Bookkeeping	7.6	4.4	5.0	2.4
Record keeping	7.1	4.4	3.8	2.1
Interviewing	10.9	9.1	9.7	7.4
Public relations	17.9	10.6	15.0	3.5
Effective communication techniques	14.4	12.6	11.5	7.6
Effective use of media	13.2	4.7	9.4	2.9
Census data for community development	5.9	2.1	5.9	.3
Statistics	5.3	2.6	4.7	2.9
Social research	12.1	6.8	8.2	3.5
Program evaluation	11.5	7.4	12.6	3.2
Information sources for human service workers	15.3	5.0	8.8	4.7
Identifying information needs of organization	8.5	3.5	7.1	1.5
Use & fundamentals of the computer	10.0	1.5	6.2	.6
Structure & legal basis of local governments	5.6	1.5	5.6	1.5
County charter	3.8	—	—	—
School boards & school districts	7.6	1.2	4.4	1.5
Federal legislative processes	7.6	.6	4.1	2.9
State or local legislative processes	7.9	.9	5.9	2.4
Community Law	11.5	2.6	8.2	3.2
Staff development & training models	12.6	9.7	12.1	6.8

TABLE 23
(continued)

Course Type	UNITED WAY		NON - U.W.	
	INTRO	ADV	INTRO	ADV
Supervision & consultation fundamentals	11.2%	8.8%	9.1%	6.2%
Management by objectives (M.B.O.)	9.1	5.0	5.9	2.6
Management models	5.3	3.2	6.2	1.5
System analysis	6.2	2.1	4.4	1.5
Program development	11.8	5.3	8.5	5.9
Citizen participation models	5.3	1.8	4.1	1.2
Community organization processes and techniques	9.1	3.5	5.6	2.4
Social planning	11.2	4.4	7.4	2.4
Group work	11.5	10.3	7.9	8.5
Working with committees and boards	10.3	5.6	7.6	1.5
Grammar review for secretaries and clerks	5.6	5.0	2.9	2.1
Office procedures	5.3	5.9	2.9	3.2
Volunteer administration	8.2	2.9	4.4	1.8
Nutrition	12.6	2.6	4.7	2.1
Counseling techniques	12.1	10.0	9.4	11.2
Family counseling	12.9	10.6	8.5	10.3
Working with the addicted	10.3	2.9	6.2	4.1
Special education	9.7	7.9	7.9	4.7
Education psychology	7.1	9.7	7.1	7.4

CONCLUSION

This study was conducted to determine the educational needs of an estimated 3000 individuals who were employed during the winter of 1976 in 32 human service agencies in Albany, Rensselaer, Saratoga and Schenectady Counties. The data which were collected in this survey indicate that human service agency personnel in the Capital District are typically younger than 40 years of age, two-thirds female and graduated from college within the past 10 years. They are highly motivated to enroll in continuing education courses, particularly those which are scheduled one night per week.

Tables 15 through 21 of this report identify a number of skill areas in which human service agency personnel would like to take courses, the times and location at which they would like to take them, how much they would be willing to pay for them, and a variety of additional data. This and related information will be transmitted to every college in the Capital District in the hope that it will be of use to them in identifying and meeting the unique educational needs of the region's human service agency personnel.

CE 008 642

HUMAN SERVICE CONTINUING EDUCATION SURVEY

DO NOT WRITE IN THIS SPACE	
1. I.D. #	
2. Direct	
3. Institutional	
4. #Full-time	
5. #Part-time	
6. County	
7. United Way	

NAME_____

COUNTY OF RESIDENCE_____ ZIP CODE_____

EMPLOYING ORGANIZATION_____

* * * * * * * * *

The purpose of this survey is to determine the continuing education needs and interests of human service workers employed by not-for-profit organizations. The results will be used to make available more of the courses in which you are interested.

Your participation is voluntary and the information you provide will be handled in a confidential manner. At no time will the information be associated with you or your agency.

If you have any questions, please contact one of the sponsoring organizations listed on the last page. Thank you.

* * * * * * * * *

Place the appropriate number in each blank space to the right of questions 1 to 11.

1. POSITION (please identify the one position that best describes your work).

Administrator---------- 01
Caseworker---------- 02
Clerk-typist---------- 03
Community organizer---------- 04
Counselor---------- 05

Fiscal officer/bookkeeper---------- 06
Group worker---------- 07
Information and referral coordinator---------- 08
Legislative analyst---------- 09
Public relations specialist---------- 10

Planner----------

EMPLOYING ORGANIZATION_____

* * * * * * * *

The purpose of this survey is to determine the continuing education needs and interests of human service workers employed by not-for-profit organizations. The results will be used to make available more of the courses in which you are interested.

Your participation is voluntary and the information you provide will be handled in a confidential manner. At no time will the information be associated with you or your agency.

If you have any questions, please contact one of the sponsoring organizations listed on the last page. Thank you.

* * * * * * * * *

Place the appropriate number in each blank space to the right of questions 1 to 11.

1. POSITION (please identify the one position that best describes your work).

Administrator	01	
Caseworker	02	
Clerk-typist	03	
Community organizer	04	
Counselor	05	
Fiscal officer/bookkeeper	06	
Group worker	07	
Information and referral coordinator	08	
Legislative analyst	09	
Public relations specialist	10	
Planner	11	
Program director	12	
Researcher	13	
Secretary	14	
Other (please specify):_____	15	_____

2/76

HUMAN SERVICE CONTINUING EDUCATION SURVEY - 2 _____

2. How many hours are your required to work each week?

20 hours or less	1	
21 to 35 hours	2	
36 or more hours	3	_____

3. Your age is?

Under 21 years	1	
21 to 29 years	2	
30 to 39 years	3	
40 to 49 years	4	
50 to 61 years	5	
62 years or older	6	_____

4. Your sex is?

Female	1	
Male	2	_____

5. What is your highest educational achievement?

Some high school	1	
High school diploma or equivalent	2	
Some college credit	3	
Two year college graduate	4	
Bachelor's degree credit	5	
Post bachelor's credit	6	
Master's degree	7	
Doctorate	8	
Other (please specify): _____	9	_____

6. How long has it been since you completed your formal education?

Less than 1 year	1	
1 to 4 years	2	
5 to 9 years	3	
10 years or more	4	
Not completed	5	_____

7. Which one of the following best describes the reason you would participate in future continuing education programs?

For general information	1
To improve your work performance	2
To advance in your job	3
Required by your job	4
To get a new job	5
For personal or family reasons	6
For social or recreational purposes	7
Other (please specify): _____	8 _____

8. How long would you be willing to travel to a continuing education program?

15 minutes	1
30 minutes	2
45 minutes	3
60 minutes	4
More than 60 minutes	5 _____

9. How far would you be willing to commute from your home to a continuing education program?

5 miles or less	1
6 to 10 miles	2
11 to 15 miles	3
16 to 20 miles	4
21 to 25 miles	5
26 miles or more	6 _____

10. Would your employer pay or reimburse you for continuing education costs (tuition fees)?

Full payment or reimbursement	1
Partial payment or reimbursement	2
None	3
Do not know	4 _____

11. How much would you be willing to pay for continuing education courses over a 12 month period?

Nothing	1
$50 or less	2
$51 to $100	3
$101 or more	4 _____

HUMAN SERVICE CONTINUING EDUCATION SURVEY - 4 _____

PART II

Write the number "1" in the appropriate blank for each type of continuing education course that you have participated in during the past 3 years. If you have not participated in a particular type of continuing education, be sure to leave the space blank.

Credit Courses

1. Traditional class(es)---------- _____
2. Television course(s)---------- _____
3. Correspondence course(s)---------- _____
4. Institute(s)---------- _____
5. Other (please specify):
_____---- _____

Non-Credit Courses

6. Workshop(s)---------- _____
7. Conference(s)---------- _____
8. Discussion group(s)---------- _____
9. Other (please specify):
_____---- _____

Write the number "1" in the appropriate blank for the ways in which you would participate in future continuing education programs. If not interested in a particular type of continuing education, please leave the space blank.

Credit Courses

10. Traditional classes(es)---------- _____
11. Television course(s)---------- _____
12. Correspondence course(s)---------- _____
13. Institute(s)---------- _____
14. Other (please specify):
_____---- _____

Non-Credit Courses

15. Workshop(s)---------- _____
16. Conference(s)---------- _____
17. Discussion group(s)---------- _____
18. Other (please specify):
_____----- _____

Write number "1" in the appropriate blank for the time(s) you would be willing to take a continuing education course.

19. One morning a week---------- _____
20. Two or three mornings a week----------
21. One evening a week

6. Workshop(s)---------- _____
7. Conference(s)---------- _____
8. Discussion group(s)---------- _____
9. Other (please specify):
_____---- _____

Write the number "1" in the appropriate blank for the ways in which you would participate in future continuing education programs. If not interested in a particular type of continuing education, please leave the space blank.

Credit Courses

10. Traditional classes(es)---------- _____
11. Television course(s)---------- _____
12. Correspondence course(s)---------- _____
13. Institute(s)---------- _____
14. Other (please specify):
_____---- _____

Non-Credit Courses

15. Workshop(s)---------- _____
16. Conference(s)---------- _____
17. Discussion group(s)---------- _____
18. Other (please specify):
_____----- _____

Write number "1" in the appropriate blank for the time(s) you would be willing to take a continuing education course.

19. One morning a week---------- _____
20. Two or three mornings a week---------- _____
21 One evening a week---------- _____
22. Two or three evenings a week---------- _____
23. Weekends---------- _____
24. One afternoon a week---------- _____
25. Two or three afternoons a week---------- _____
26. One full day a week---------- _____
27. Other (please specify):
_____---- _____

HUMAN SERVICE CONTINUING EDUCATION SURVEY - 5 _____

PART III

Place a "1" in front of those courses you would take on an introductory level. Place a "2" in front of those courses you would take on an advanced level. Do not write both a "1" and a "2" in the same space. Leave blank any space next to a course in which you are not interested.

Grantsmanship---------- _____

Fund raising---------- _____

General and special revenue sharing---------- _____

Budgeting---------- _____

Bookkeeping---------- _____

Record keeping---------- _____

Interviewing---------- _____

Public relations---------- _____

Effective communication techniques---------- _____

Effective use of the media---------- _____

Census data for community development---------- _____

Statistics---------- _____

Social research---------- _____

Program evaluation---------- _____

Information sources for human services workers---------- _____

Identifying information needs of organization---------- _____

Use and fundamentals of the computer---------- _____

Structure and legal basis of local governments---------- _____

County charter---------- _____

School boards and school districts---------- _____

Federal legislative processes---------- _____

State or local legislative processes---------- _____

Community law---------- _____

Staff development and training ----------

Bookkeeping---------- _____

Record keeping---------- _____

Interviewing---------- _____

Public relations---------- _____

Effective communication techniques---------- _____

Effective use of the media---------- _____

Census data for community development---------- _____

Statistics---------- _____

Social research---------- _____

Program evaluation---------- _____

Information sources for human services workers---------- _____

Identifying information needs of organization---------- _____

Use and fundamentals of the computer---------- _____

Structure and legal basis of local governments---------- _____

County charter---------- _____

School boards and school districts---------- _____

Federal legislative processes---------- _____

State or local legislative processes---------- _____

Community law---------- _____

Staff development and training models---------- _____

Supervision and consultation fundamentals---------- _____

Management by objectives (M.B.O.)---------- _____

Management models---------- _____

System analysis---------- _____

Program development---------- _____

Citizen participation models---------- _____

Community organization processes and techniques---------- _____

Social planning---------- _____

Group work---------- _____

Working with committees and boards ---------- _____

Grammar review for secretaries and clerks---------- _____

Office procedures---------- _____

Volunteer administration---------- _____

Nutrition---------- _____

Counseling techniques---------- _____

Family counseling---------- _____

Working with the addicted---------- _____

Special education---------- _____

Education psychology---------- _____

Please specify below any other subject areas in which you would like to participate.

_____ _____

_____ _____

_____ _____

Part III completes our requests for information. If you have any other comments about your continuing education skill needs or this questionnaire, please use the space below. Thank you for your cooperation.

* * * * * * * * *

This questionnaire will be picked up within forty-eight hours by representative of the survey. Thank you.

SPONSORS

Albany County Opportunity, Inc.

Commission on Economic Opportunity for the Rensselaer County Area, Inc.

Council of Community Services of the Albany, Area, Inc.

Hudson-Mohawk Association of Colleges and Universities

Human Services Planning Council of Schenectady County, Inc.

Saratoga County Economic Opportunity Council

Schenectady Community Action Program, Inc.

United Way of Saratoga County, Inc.